



DEPARTMENT OF MANAGED HEALTH CARE
EXAMINATION ANNOUNCEMENT FOR
MANAGEMENT SERVICES TECHNICIAN

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL: Applicants must have a permanent civil service appointment with the Department of Managed Health Care as of the final filing date.

HOW TO APPLY: Submit application (Std Form 678) in person or by mail with the Department of Managed Health Care, Attn: Human Resources, 980 9th Street, Suite 500, Sacramento, CA 95814, telephone (916) 445-8004.

Submit applications to the above address only. **DO NOT SUBMIT APPLICATION TO THE STATE PERSONNEL BOARD.**

If you have a disability and need special testing arrangements, mark the appropriate section of the "Application for Examination". You will be contacted for specific arrangements.

FINAL FILE DATE: December 18, 2003

Application postmarked or personally delivered after the final filing date will not be accepted for any reason. Faxed applications will not be accepted.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of a signed identification to each phase of the examination.

EXAMINATION DATE: It is anticipated that interviews will be held during January/February 2004.

MONTHLY SALARY: Range A: \$2331 - \$2835 Range B: \$2632 - \$3201

NOTE: All Applicants must meet the education and/or experience requirements by the final filing date.

MINIMUM QUALIFICATIONS

Either I

One year of experience performing the duties of a Management Services Assistant. (Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must complete one year of this experience before they can be eligible for appointment.

Or II

One year of experience in the California state service performing duties at a level of responsibility equivalent to that of Office Assistant (General), Range B.

Or III

Sixty semester or 90 quarter units of college.

Special and Personal Characteristics: Both demonstrated interest in and aptitude for work in one of the staff services or related disciplines, and the capacity for professional development.

Desirable Qualifications: Experience and/or education applied toward Patterns I and II which has developed verbal, analytical, numerical, and/or writing skills is preferable.

THE POSITION: Under supervision, to learn and perform the less technical, semiprofessional tasks of a management services or related discipline, either (1) on a permanent basis, or (2) in training in preparation for promotion to the professional level; and to do other related work.

EXAMINATION INFORMATION: This examination will consist of a Qualification Appraisal Interview weighted 100%. The interview will include a number of predetermine job-related questions. In order to obtain a position on the eligible list a minimum rating of 70% must be attained the interview. **Candidates who do not appear for the interview will be disqualified.**

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

SCOPE: In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each candidate's:

A. Knowledge of:

1. Arithmetic, spelling, grammar, punctuation and modern English usage.

B. Ability to:

1. Learn rapidly.
2. Follow directions.
3. Communicate effectively with other staff and those contacted in the work.
4. Use good work habits such as punctuality, skill, neatness and dependability.
5. Make satisfactory progress in a prescribed training program.
6. Interpret written material.
7. Edit written material.
8. Write effectively.
9. Analyze written and numerical data accurately.
10. Make clear, concise oral presentations.

ELIGIBLE LIST INFORMATION: The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Veterans' preference credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Managed Health Care three days prior to the oral test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Managed Health Care, Examination Services Unit, (916) 445-8004 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board, local offices of Employment Development Department, Department of Managed Health Care and the State Personnel Board's web site @ <http://www.spb.ca.gov>.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their score.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Location: Ordinarily, oral interviews are scheduled in Sacramento, San Francisco and Los Angeles. However locations of interviews may be limited to or extended as conditions warrant.

Eligible List: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional 2) departmental promotional, 3) multidepartmental promotional 4) servicewide promotional 5) departmental open 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible list will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans of self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

California Relay (Telephone) service for the deaf or hearing impaired:

From TDD Phone 1-800-735-2929

From Voice Phone 1-800-735-2922